

Airport Kiosk

System Requirements Statement

~~FINAL DRAFT~~

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EXHIBIT

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1. Physical System:

1.1 Phase 1:

1.1.1 The kiosk system should be an attractive, user friendly, self contained unit containing a minimum 386/25 megahertz "IBM compatible" processor. This should be equipped with 14 inch a colour monitor capable of high quality graphics presentation (SVGA) and touch screen capabilities. A minimum of a 9600 baud asynchronous/9600 baud Fax modem must be included for communications and at least a 400 megabyte hard disk will be necessary to house the system software and presentation graphics. To provide support for a number of "unaccredited user" applications, a credit card reader must be provided as well as at least one high quality 80 column printer (preferably laser) with graphics capability and a fax scanner for document input. An integrated Smart Card/Credit Card reader would be preferred to facilitate the development of future applications.

1.1.2 The cabinet should be secure in nature, similar to a bank ATM, and all user accessible components (keyboard, screen, card reader, etc) must be "ruggedized" to reduce long term maintenance costs and inhibit vandalism. A telephone handset for EFax voice prompts and speakers for attractor graphics support are also required.

1.1.3 The cabinetry for the Airport kiosk must meet all access to the physically challenged requirements as defined by the Ministry of Transport and CSA.

1.1.4 To facilitate the presentation of full motion video attractor graphics and advertising, the kiosk must support an overhead 19 inch TV monitor with continual play CD ROM or Video Disk player providing the message content. This does not need to be integrated with the actual functionality of the kiosk in this initial implementation.

1.2 Phase 2

1.2.1 Potential custom applications to be addressed in future will require 2 or 3 specialized printers containing customer specific forms such as drivers licenses, and others will require smart card readers. The system and cabinetry should be designed to support this degree of flexibility in future without significant

redesign, but the initial roll-out will not incorporate them.

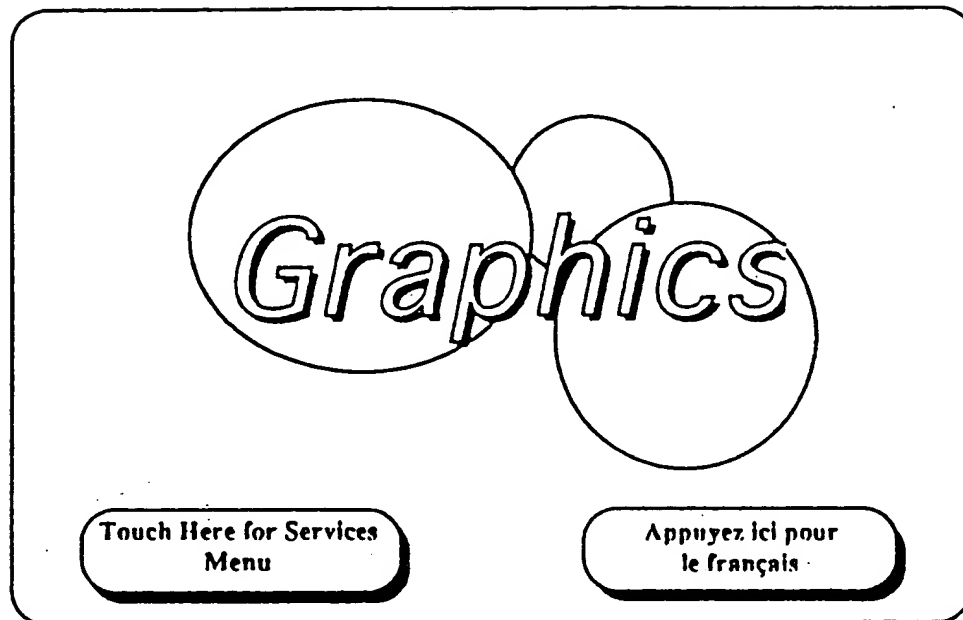
- 1.2.2 The system PC will have to be able to control the full motion video graphics running on the overhead TV monitor. This will require a DVI interface support on the system pc and an integrated CD ROM/Laser disk. Depending on the height of the overhead monitor, sound must be turned off when the kiosk is in use to avoid problems with customers hearing the EFax voice prompts.

2. System Software:

2.1 Phase 1

- 2.1.1 The overhead monitor must run continually, displaying full motion colour graphics which advertise the service portfolio as well as other complementary products and services from companies allied with Mediatel. This additional advertising in most cases will be chargeable.
- 2.1.2 The system must be able to accept unattended downloads of new user interface graphics or other software files from a central location on a regular basis. The PC must be able to clear all of its buffers and return to the graphics advertising mode whenever it detects no activity on a session for more than 2 minutes. Security of the system will require that commands typically used by "hackers" (eg. Escape or Alt. sequences) to access the system operating software are disallowed without certain maintenance passwords, or mag stripe cards being entered and accepted first.
- 2.1.3 During the graphics scrolling routines, the touch of any key on the keyboard, or a "Services" icon on the touch screen, would interrupt the advertising displays on the small monitor screen and present the user with a menu of service options available. The TV monitor running the full motion graphics would not be interrupted. Another icon on the touch screen would cause the graphics display to switch over to French in Ontario and English in Quebec. Subsequent menus and screens accessed by the user would be in the language selected at the start by the user. A second chance to switch languages would be presented with the first services menu screen. This may be a touch screen icon or a menu item, in either case the screen will be refreshed in the chosen language and all subsequent interaction during that user session would be in the language selected. The screen, printer, and keyboard must fully support the use of accented french characters in

both upper and lower case.

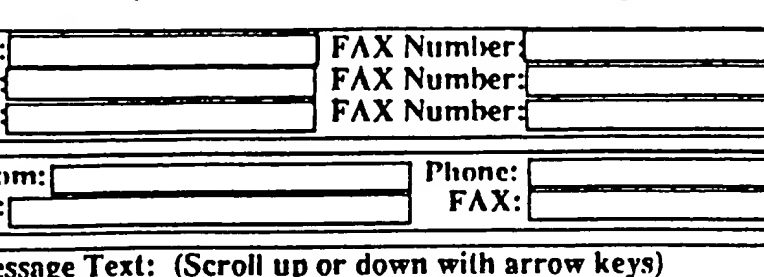


2.1.4 The initial airport configuration will permit access to iNet 2000, Envoy 100, and EFax, as well as any major customnets such as PMT, SEN, or GEMDES. It will also support unaccredited sending of messages to any of the above and access to certain ISPs by billing against credit cards. To overcome delays involved with using a dial modem, as soon as an item is selected from the menu, the modem will immediately begin dialing into Datapac. While this is happening accredited customers will be prompted for their ID and password which will be passed on to the system as soon as connection is established. Unaccredited users will be asked to insert their credit card which will be validated by the bank, also over Datapac, before any service access takes place. The note "Please wait, your credit card is being validated." will be displayed during this period.

2.1.5 Electronic mail Message Creation screens should provide the functionality of the Mediatel PLUS software user interface through a touch screen interface. This may require a special interworking capability with iNet and Envoy as there will be no traffic transmitted until the user actually sends the message. Typically this involves the transmission of a carriage return, every few minutes from the PC, to let Envoy know the user is still there. Local storage of messages, receipt or transmission of binary file attachments, and personal mailing lists, as currently provided by PLUS, can not be supported on the kiosk, as these are personalized

services designed for use in a PC environment.

- 2.1.6 The receipt of E-Mail messages will also be supported by the Kiosk software. The Envoy 100 SCAN table will be delivered to a window, permitting the user to highlight a message to be read, and have that message delivered to the screen. The scan table window would be filled through the background execution of the SCAN command once Envoy is accessed, and the message would be read into a message display window through execution of the READ # command, where # represents the message number from the scan table. The message will not scroll, as Envoy does in its usual interactive mode, but will instead be buffered by the PC and displayed one screen at a time in a similar manner to the PLUS software using arrow keys to move up and down. Any action such as FORWARD or ANSWER will be supported by PC screens in a manner similar to that for message creation. The actual user interface and command set will approximate that of the PLUS software package as much as possible to eliminate any confusion for our existing customers. The local printer will provide a print screen or print message capability through touch screen icons located at the bottom of the display screen.
- 2.1.7 The credit card support function will require two separate transactions with the Bank. The first will be the actual card validity check, and the second would be the billing for use of a service such as sending a fax or accessing an ISP. The kiosk would have to know the rates to be applied in each case to be able to pass the information on to the Bank of Montreal computers, and print out a receipt for the user.
- 2.1.8 Unaccredited sending of Fax messages from the terminal will be supported in two ways. The user may either send a paper fax from the unit's fax scanner which will log on to the EFax service and route the message as directed, or use Envoy to Fax supported by a form for fields such as Fax number, recipient's name, originator's name, and company, etc. as shown in the diagram below. These will be entered into the Envoy-to-fax header for delivery routing. The actual text of the fax message will be entered directly into the text field on the kiosk screen with exactly the same local edit capability as is available for message creation. The printer will automatically print out a credit card billing receipt.



FAX Delivery Service (Please fill in the following)

To: FAX Number:
 To: FAX Number:
 To: FAX Number:

From: Phone:
 Of: FAX:

Message Text: (Scroll up or down with arrow keys)

>
>
>
>
>

Touch Here to Send FAX **Touch Here to Cancel FAX** **Touch Here for HELP**

- 2.1.9 In support of accredited EFax users the system must provide a telephone touchpad on the screen to interface with the IVR system on the EFax server. The system must be able to transmit DTMF to the server while the user listens to voice prompts on the handset.
- 2.2 Phase 2
- 2.2.1 Information provider access will be exclusively via iNet but the unaccredited user will not see the iNet interface. The selection of the information provider from the kiosk menus will result in a prompt "This is a chargeable service. The usage rates are \$xx.xx per yy. To proceed please insert your credit card. To cancel, please press the RETURN key.". While the access is being made, the user will be presented with a message stating "Wxyz Service is being accessed by iNet 2(XX) as you requested. Please wait a moment as the connection is established." There will be no attempt made by the PC to do anything with the communication, other than the emulation of a terminal. Any attempt to simplify the communication, in a similar manner to Envoy messaging, would be potentially dangerous because we have no direct control over the changes that the ISP might make to his system from time to time. "Print screen" or "print all from ISP" will be available options through touch screen icons. The ISP will be billed for all iNet usage charges and the IDs used for access will be theirs. They will recover their service charges, as

well as the iNet costs, through the credit card billing. The kiosk printer will provide the credit card receipt.

- 2.2.2 The kiosk must support usage statistics gathering both automatically (eg. how often was it used and for what in a particular time period), and through simple online questionnaires, presented to the users at the end of their session. The support of NAPLPS for the upcoming "BellNet" service will also be required as part of the later phases of the implementation.

3. Maintenance

- 3.1 Remote access to the system will be supported for downloads of new software modules, remote monitoring, and remote diagnostics. The same communications line and modem that is used for outbound communications will be used for this remote access. Access security will be a major consideration in this case. Remote polling of all kiosks will be performed on a regular basis, automatically by a maintenance PC located at the Mediatel central office in Toronto. Diagnostics would include Status of all system peripherals (printers and card readers, etc), as well as the main system itself to any extent possible.
- 3.2 During a failure the processor may not be able to respond to the poll, but should capture all status information just prior to the failure to assist in corrective maintenance procedures. This will require the constant refreshing of a maintenance buffer with status information. Due to the possibility that the kiosk will be in use at the time of diagnostic poll, retries will be performed every 5 minutes for 45 minutes before an alarm is generated. These time parameters will have to be adjusted after implementation to accommodate busy hour traffic and periods when the airports are closed and power is often shut down in some locations. Clearly this is not an alarm situation but careful attention should be paid to the system recovery once power is restored.
- 3.3 All system parameters will be remotely available to the system operators from the maintenance PC, as well as being locally available to the field maintenance personnel for diagnostics and corrective maintenance.